



State of Illinois
Illinois Commerce Commission
Code Part 737.130
LEC Electing Providers Quarterly Filing

Citizens Telecommunications Company of Illinois d/b/a Frontier Citizens
Communications of Illinois
for quarter ending March 31, 2016

Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(A)

Credits due to out-of service conditions lasting more than 30 hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid:	\$2,656.25	\$350.44	\$405.69	\$3,412.38
B. Number of credits issued for repairs - 30-48 hours:	11	4	15	30
C. Number of credits issued for repairs - 49-72 hours:	15	10	11	36
D. Number of credits issued for repairs - 73-96 hours:	18	4	10	32
E. Number of credits issued for repairs - 97-120 hours:	20	10	3	33
F. Number of credits issued for repairs greater than 120 hours:	45	0	4	49
G. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	26	17	16	59

Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(B)

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid:	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days:	0	0	0	0
C. Number of installations after 10 business days:	0	0	0	0
D. Number of installations after 11 business days:	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	8	13	5	26

Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(C)

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid:	\$438.10	\$19.83	\$49.99	\$507.92
B. Number of customers receiving credits:	16	1	1	18
C. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	0	0	3	3